



## **Family Support Centre Housekeeper**

**Location:** The Joshua Tree Support Centre, Sandiway, CW8 2GW

**Hours:** 20 hours per week (Mon-Friday 10am-2pm as standard but flexibility will be required)

**Contract:** Fixed term, Part-Time

**Salary:** £23,962 FTE

**Reports to:** Family Support Team Leader

### **A warm welcome starts with you**

At The Joshua Tree, we support families affected by childhood cancer, providing emotional, health and wellbeing support throughout their journey and beyond.

Our Family Support Centre is a place where families can breathe, find comfort, and feel at home. We're recruiting for a new Centre Housekeeper Role to help us maintain high standards, deliver a warm home-from home experience and ensure safety through rigorous infection control measures. The person we will appoint will take pride in creating a clean, safe and welcoming environment where every visitor feels cared for the moment they walk through the door.

### **About the role**

As our Centre Housekeeper, you'll be much more than a cleaner. You'll be the friendly face who helps to ensure families support sessions run smoothly, offering a warm greeting, making a cup of tea, keeping activity rooms clean and ready for use.

Adapting to the operational challenges that come with a fast paced, changing environment. You'll make sure every corner of the Centre, including our family accommodation, is maintained to the highest standards of cleanliness and comfort. You'll also support staff and volunteers to create a space that truly feels special to the families who visit us.

### **About you**

We're looking for someone who is:

- Naturally warm, friendly and approachable.
- Proud of keeping things clean, organised and welcoming.
- Comfortable chatting with families and putting people at ease.
- A team player who can also work independently and use initiative.
- Flexible and reliable, with a "can-do" attitude.
- Experienced in housekeeping, cleaning or hospitality.
- Understanding of high cleaning standards and infection control practices.
- Ability to maintain confidentiality and appropriate professional boundaries.
- Well-organised, with strong attention to detail and time management skills.
- Flexible and able to adapt to the changing needs of the Centre.
- Capable of meeting the physical demands of the role.

- Positive attitude and commitment to the values of the charity.

### **Key Responsibilities**

#### **Centre Environment & Housekeeping**

- Carry out all cleaning duties before and during activities within the Centre to a consistently high standard.
- Maintain laundry, linen and kitchen areas, ensuring regular washing and stock rotation.
- Ensure safe and economic use of cleaning materials and equipment; assist with ordering cleaning supplies and maintaining stock levels.
- Take pride in creating a warm, tidy, and welcoming environment for families, visitors and staff.
- Support volunteers assisting with household and hospitality duties.
- Monitor the centre during sessions, identifying and reporting any areas of concern relating to safety, cleanliness, or family needs.
- Adhere to health and safety, safeguarding, and infection control procedures at all times.

#### **Hospitality & Front of House**

- Provide a friendly and reassuring presence to families and visitors.
- Welcome guests, offer refreshments, and help create a calm and caring atmosphere.
- Support the smooth running of the Centre, including preparing rooms for meetings, activities, or wellbeing sessions.
- Occasionally assist with setting up events at the Centre.
- Maintain confidentiality and sensitivity at all times.

#### **Teamwork & Charity Engagement**

- Work collaboratively with the Family Support and Volunteer Teams.
- Attend relevant training, supervision and team meetings.
- Support brand or fundraising activities, as directed by your line manager.
- Contribute to the continuous improvement of our service by offering feedback and ideas.

#### **Why join us?**

You'll be part of a caring, committed team making a real difference to families facing the challenges of childhood cancer. You'll help keep our Centre the safe, comforting place it's meant to be, a space filled with warmth, dignity and hope.

#### **We offer:**

- A welcoming and supportive work environment.

- Training and ongoing development.
- The chance to be part of a charity that changes lives every day.

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